

BOOST RECOVERY PROGRAM PATHFINDER INVITATION

Hello!

Your QBE Case Manager is looking out to make sure that you're getting all the help that you need to live your full and active life after an injury.

They have noticed that you could benefit from some extra support to get better.

Don't Get Stuck in Pain and Injury

It's common for people to have trouble recovering fully after they get hurt. There are many reasons, and it's no one's fault when it happens. **What matters most is that you get the care that you need to get back to the life you want to live.**

Find Your Path Out of Pain

The **BOOST Recovery Pathfinder** will help you to make a plan for your recovery, and get started on that path, in just 4 video appointments with an expert injury recovery coach.

The Pathfinder takes **2 weeks** to complete, and you can do it from your home or work. Your recovery plan will be shared with your care team after you've signed off on it.

Help to Get Back to Your Best

This is different from the medical check-ups you've had before as part of your claim. BOOST helps to make sure your care team is working together on the goals and challenges that matter most to you. We help you to understand your pain, how your current treatments fit together, and how to take control of your recovery.

How to Get Started

Let your Case Manager know that you want them to send your details to the team at BOOST Recovery.

If you would like to do the Pathfinder, make yourself a note or set a reminder to call your case manager and let them know they can send your referral.

Testimonial

"I knew I had nothing to lose by doing something different, because what I was doing wasn't working. Learning about pain helped me to see there were new ways I could help myself and different support I needed to get better. The only complaint I have is that I didn't get started sooner."

- Northern Territory Injured Worker, completed the BOOST Recovery Program in 2019

BOOST RECOVERY PROGRAM CLIENT JOURNEY

1. STUCK IN PAIN

Since my injury I've done everything I was told to, followed all the rules and I'm still stuck in this hole. **I'm in pain. There must be something seriously wrong.**

2. INSURER REFERRAL TO BOOST

My case manager has told me about BOOST, and suggested they can help. **I'm willing to try** but I'm not sure it will make a difference.

3. MEET YOUR BOOST COACH

They believe that my pain is real - I'm not alone anymore! **They are going to help me climb this mountain.**

4. COMPLETE THE PATHFINDER

This feels different to what I've tried before. **I'm curious what's next.**

5. CONTINUING TO THE FULL BOOST RECOVERY PROGRAM

I'm feeling hopeful that this will get better. I'm going in the direction I've planned. **I can see that every step is making a difference.**

6. STARTING TO SEE CHANGE

Real change is happening! I'm learning to listen to myself and I've learned new skills to help me onto the next climb.

8. FINISHING BOOST

I made it! I am able to participate in the things I love, and I feel empowered to explore new horizons on my own.

7. MIDWAY THROUGH

Some days it feels like I'm climbing down and not up, but my coach is at my side and **I can see the top of the mountain now.**